


## Quality referrals delivered securely

*eReferral SeNT every time*

### Glossary of Terms

**Caret symbol** – the ^ symbol in the clinical information tables in the SeNT form that allows referrers to sort information in the columns. E.g., Click the caret in the SeNT form to reverse the order of investigations in the table.

**Ellipses** – three parallel dots (...) in the SeNT form that has a hidden menu. Click on the Ellipses to access the menu.

**Hamburger menu** – three parallel bars  in the SeNT form that has a hidden menu. Click the Hamburger to access the menu.

**Living Referral** – the functionality in SeNT that enables users to amend a referral that has been submitted. There are three components:

**Update** – the term for a referral that has been submitted and requires an update. This could be GP initiated or a request from the receiving service provider.

**Continue** – the term for a referral requested by the service when the patient has commenced the episode of care in outpatients and the referral expiry is nearing or passed the 12 months since date of first service.

**Withdraw** – the term for a referral that has been submitted and is no longer required.

**Referral Action** – allows you to select the reason for the above actions and add any relevant notes.

**Referral History** - provides you with a referral action history trail. This is updated once the referral is acknowledged by HNELHD. Note: referrers will still receive the current referral notification from HNELHD via Medical Objects.

**Parking** – the functionality in SeNT that enables users to save a draft referral, one that is awaiting more information to be added prior to submit. **NOTE:** The Park function is NOT an automatic save. Click the blue PARK button at the bottom of the screen to save a draft. This is important if you are busy and need to complete the referral later. Parked referrals will appear the next time you open SeNT for that patient and will remain on the list until you resume the referral or delete it.

**PMS** – Practice Management Software i.e., Best Practice or Medical Director

**Refresh** – button at the bottom of the SeNT form that refreshes the referral form when changes are made. This includes information that can be pulled through from BP and MD in real time. Fields with an Orange padlock in the SeNT form.

**Referral Manager** – is BPAC’s secure web-based application that private specialists, Allied Health providers and non- government organisations across the HNE region that allows receiving clinicians to view, triage and manage SeNT Referrals from General Practices clinicians.

**RiMS – Referral information Management System** – is the application used by HNELHD to streamline the receipt and management of referrals, including SeNT eReferrals, faxed referrals and internal referrals.

**SeNT** – Secure eReferral Network Transfer is a web-based health informatics system owned by BPAC Clinical Solutions that is the chosen way for GPs to refer in to HNELHD for secondary care services. Currently fully integrated with Best Practice and Medical Director Practice Management Software systems and available to Medicare registered General Practice clinicians. The option to use SeNT as a secure means of referral, is also available for an increasing number of private specialists, Allied Health providers and non- government organisations across the HNE region.

**Valida Directory** – is BPAC’s backend provider directory that informs and supports SeNT Referral and delivers referrals to either HNELHD systems or Referral Manager. Managed by HNELHD, PHN and BPAC eReferral teams, Valida directory is updated on a weekly basis.

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*(Last Updated May 2021)*